



Kogarah
Private Hospital

Patient Information & Pre-Admission Booklet



To assist us in processing your admission, please follow the instructions enclosed in this booklet, complete the attached documents and return to Kogarah Private Hospital as soon as possible and no later than 5 days prior to your surgery. We look forward to caring for you during your short stay with us.

OPENING HOURS

Monday to Friday
8.00am till 5.00pm

Level 1, 1 Derby Street
Kogarah NSW 2217

Phone: (02) 8566 0111

Fax: (02) 8566 0112

www.kogarahprivate.com.au

Welcome and thank you for choosing Kogarah Private Hospital to meet your current healthcare needs.

Kogarah Private Hospital (KPH) is a private hospital conveniently located in the heart of Kogarah in close proximity to both bus and rail services, providing service to surgical patients requiring a day only admission to hospital.

KPH is a member of Nexus Hospitals, Australia's largest independent operator of day-only and short stay hospitals and is fully compliant and accredited to AS/NZ ISO 9001:2016 and the National Safety and Quality Health Service (NSQHS) Standards and is licensed by the NSW Department of Health.

Our team are committed to providing you the support and care that not only meets your current healthcare needs but strives to exceed your expectations. For further information please refer to our website:

www.kogarahprivate.com.au

Pecuniary interest

For your information the following practitioners or relatives of a practitioner being Drs - D.Sharota, A. Flax, M.Nabarro, I.Dinihan, M.Dixon, G.Murrell, have non-controlling pecuniary interest in Kogarah Private Hospital.

To reach the hospital

KPH is easily reached by public transport or car and is located approximately two blocks from the train station and bus terminal (refer to map).

Paid parking is available in the Derby Street Council car park. Pedestrian exit from the car park is via the lift into Kogarah Town Square in front of the Library, as shown below. Please follow the directional signage on the map to get to KPH.

Your account with KPH

Booking:

Prior to booking you may receive a fee estimate outlining what you may expect to pay, this is not a quote. Once you have booked your procedure you will be provided with an informed financial consent. This document is provided to you as an estimation of fees according to your hospital booking including any "out of pocket charges" and your health fund excess. Unless specified, the estimate refers only to fees charged by Kogarah Private Hospital and you will be required to pay all "out of pocket" fees upfront prior to or on admission.

If you have any queries about your informed financial consent, please contact our staff prior to your admission by email reception@kogarahprivate.com.au or 02 8566 0111.

Method of Payment:

KPH accepts Bank Cheques / Credit Card Payments (Amex, Visa & Mastercard - no surcharge)

*Note: Personal cheques & cash are not accepted.

Once again welcome and we look forward to caring for you during your short stay with us.

Kogarah Private Hospital
Is located at:
Level 1, 1 Derby Street
Kogarah NSW 2217

Phone: (02) 8566 0111

Fax: (02) 8566 0112



Prior to admission

Admission times and procedures

The date of your admission is arranged through your doctor. The staff at KPH will contact you between 12pm and 4pm on the working day prior to your surgery with your admission time. Your operation will be approximately 1 to 1 1/2 hours after your admission time (please note that due to the unpredictable length of surgery there may be some delays).

It is vital you have a responsible adult accompany you home and stay with you for 24 hours following surgery. Please be advised that cancellation of your procedure may result if you do not have these arrangements in place. It is also recommended that you stay within one hour's journey of a hospital with an Accident and Emergency department. If either is not possible, please discuss alternatives with your surgeon and notify nursing staff of your arrangements. **YOU MUST NOT DRIVE A VEHICLE, OPERATE MACHINERY OR SIGN IMPORTANT DOCUMENTS FOR 24 HOURS AFTER AN ANAESTHETIC.**

Paediatric patients

When your child is the patient, we encourage parental involvement. As we are a small unit, only one parent may accompany your child while they are in the recovery area. We understand that this can be a stressful event for the family and it is better for the child being admitted if arrangements are made for siblings to be cared for elsewhere as we have no facilities for other children.

Fasting

Your doctor has left fasting instructions with the staff at KPH and this information will be provided to you when our staff call you between 12 midday and 4pm on the working day before your surgery.

DO NOT eat or drink anything after the specified time. **Check with your Specialist** and GP whether you should take your normal prescribed medications on the morning of the procedure with a sip of water or if you should bring them with you to the hospital. If you wish to brush your teeth, DO NOT swallow any water. DO NOT chew gum on the day of your surgery.

Smoking

DO NOT smoke on the day of your procedure. Please be advised that the hospital is a smoke free environment.

What to do on the day of admission

- Bring your Medicare card, Health Insurance membership card, Repatriation/Veteran Affairs card, Pension card/Health Care card, Pharmaceutical Entitlement card and concession cards
- Bring a list of all medication you take regularly
- Bring any current x-rays (if applicable)
- Bring any Advance Care Direction and/or treatment limiting orders
- Wear loose comfortable clothing with an open neck or button up top

- DO NOT bring large sums of money (apart from any payment required on admission), jewellery (wedding ring and watch permitted) or other valuables as we cannot accept responsibility for their security
- DO NOT wear high heels, makeup or nail polish
- Please shower on the day of admission before coming to the hospital

After your surgery

The hospital staff will assist you by estimating the time of your discharge on the day of your surgery. Your carer needs to be able to collect you at the time stated by the hospital. Your carer must come in to the hospital for you and will receive discharge instructions. Please ensure you follow all instructions, only take medications as prescribed and DO NOT drink alcohol. If you have any questions please contact KPH staff so we may assist you. We look forward to caring for you during your short stay.

KPH has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance with national infection prevention and control guidelines, Australian Standards for reprocessing of reusable instruments and the Australian Commission of Safety and Quality in Healthcare (ACSQHC), and the National Safety and Quality Health Services (NSQHS) Standards.

In the unlikely event that within 30 days of your procedure you experience any swelling, redness, pain or discharge, or visit your doctor and are prescribed antibiotics for an associated infection, please contact KPH and your specialist to let us know.

Carers Information

What

All patients having surgery must have a designated carer or carers who can provide basic assistance to the patient for 24 hours after surgery. Patients attending without appropriate carer arrangements will not be treated on that day.

Who

A carer is a responsible person (family, friend or paid carer) who can look after the needs (including transport) of patients prior to and after surgery.

When

The carer or carers are required on the day of surgery from the time the patient attends for pre-admission and then after the procedure until 24 hours after the time of surgery.

Duties

Please read and understand these instructions carefully, ask any questions, and assist the patient by following these guidelines.

This information is to assist carers to look after the patient in the pre-admission stage and post-operatively after discharge.

Please read prior to the patient coming into the hospital and feel free to ask the staff any questions you may have.

Pre-operative information

- Make sure that the patient has been contacted by the hospital between 12 midday and 4 pm on the working day prior to admission to find out their admission time, fasting instructions and any money that may need to be paid.
- Please ensure you arrive on time. There is a "Pay and Display" parking station across the road and all costs are as per parking station signs.
- Please assist the patient to follow instructions relating to fasting times and medications.

For carers of child patients

- Your child should wear loose and comfortable clothing. A change of clothes is sometimes needed.
- Please bring a dummy or favourite toy as a comfort.
- Please bring any bottles, sip cups or special food requirements with you.
- So that you can focus on your child, please do not bring other children with you.
- Note for the privacy and comfort of other patients, only one parent will be able to sit with the child in the recovery area.

Post-operative information

Immediately following the surgery, recovery staff will contact you regarding the estimated discharge time of the patient. Carers are required to be available at the time given by recovery staff and will need to come in to the hospital to collect the patient and receive discharge instructions.

You will not be able to see the patient until this time, even if you arrive earlier. This is to protect other patient's privacy.

Parking is not always available directly outside the facility. You may need to park in the car park across the road, then come up to the hospital to collect the patient and to sign the post-operative instructions.

If you are picking up the patient after 5pm, you will need to press the intercom button.

Patients need to be transported home from the facility by car. Other forms of transport are not acceptable.

Most patients are given a prescription for pain relief and/or antibiotics. This will need to be filled on the way home as the drugs may be required soon after arriving home.

Please assist us by ensuring all post-operative instructions are followed correctly as they are provided by the doctors looking after the patient, to make sure the recovery time is as comfortable as possible.

Please ensure you are aware of the date and time for a post-operative follow up appointment for the patient with the surgeon. This appointment will be at the surgeon's consulting rooms, not at the hospital.

Please ask our friendly staff any questions you may have. We are here to help you and appreciate your efforts to care for your patient.

Please pass on the post-operative instructions to any person who will be staying with the patient in the days following surgery.

Please read and retain for your information.

Prior to admission

Your privacy

In selecting Kogarah Private Hospital, we assure you that both your privacy and dignity will be maintained at all times. Medical records will be held relating to your medical treatment. The contents of your medical record will only be divulged with your consent or where permitted or authorised by law.

KPH will handle your personal information in accordance with the Privacy Act 1988 (Cth) (including the Australian Privacy Principles under that Act) and other applicable laws.

We will collect particular personal information about you, including the information set out in this form, and other personal information (including health information) that we require. Generally, we will collect this information from you but we may also collect this information from third parties such as other medical practitioners and health professionals. If we are unable to collect this personal information, we may be limited in the services we can provide you.

Open disclosure

KPH is committed to providing open disclosure to all aspects of the care provided to you which is consistent within Standard 1 of the National Safety and Quality Health Services Standards.

Understanding your rights and responsibilities

KPH is committed to providing the best possible patient care. As a patient you have certain rights and responsibilities.

Patient's Rights

- Privacy, dignity, courtesy and respect in all interactions with health care providers.
- Treatment directed and supervised by competent and qualified health professionals.
- Safe and quality care.
- Information regarding treatment.
- Withdraw consent to treatment at any time and leave the hospital at any time. If you leave without hospital consent, you are responsible for any injury or illness caused or aggravated by your own action.
- Care, treatment and service which is sensitive to your cultural religious values and beliefs.
- Confidentiality of personal and medical information.
- Be informed about our facilities and services.
- Be informed of costs incurred.
- Referrals to other services.
- Participation in the planning of your care.
- The right to comment and having concerns addressed.

Patient's Responsibilities

- Find out about your condition and treatment and ask relevant health service providers questions.
- Know your medical history and provide accurate personal information.
- Cooperate with the doctor and nursing staff caring for you.
- Respect the rights of other patients.

Please read and retain for your information.

Making a complaint, a suggestion or a compliment about your healthcare at Kogarah Private Hospital

Consumer participation

As a consumer of the services we provide at KPH, we welcome both your feedback and your suggestions by completing our patient survey. This will be provided to you by our nursing team at the time you are preparing to discharge from hospital. You may complete this on the day or you can post it back to us in the stamp addressed envelope provided if you prefer.

Our team would also greatly appreciate your time to review our Safety & Quality Report and to provide feedback on how we could improve our services. A staff member may approach you to discuss this report and ask you to complete a short survey. We thank you for your time in providing this information that is considered invaluable to us as an organisation.

As a patient or carer of KPH you have the right to raise any concerns either you or your family may have in relation to your care. All complaints or concerns should be directed to the Director of Nursing in the first instance. Any complaint will be promptly acknowledged and will be investigated thoroughly by the relevant person within the organisation. KPH will then communicate the outcome and recommendations to the consumer, staff and management. Any unresolved complaints may be reviewed by another staff member or referred by the complainant to the Health Care Complaints Commission (details below).

Complaints Resolution Body

The NSW Health Care Complaints Commission is available to patients and families as an independent organisation that deals with complaints relating to health services. They can be contacted at the address provided below:

Health Care Complaints Commission

Level 13, 323 Castlereagh Street
(corner of Hay St)
SYDNEY NSW 2000

Tel (02) 9219 7444

Toll Free in NSW 1800 043 159

TTY service (02) 9219 7555

Fax (02) 9281 4585

Email: hccc@hccc.nsw.gov.au

Informed Financial Consent (IFC)

KPH will provide you with an estimation of fees for the duration of your stay with the hospital. You will be advised that there may be out-of-pocket costs associated with your hospital admission, including: hospital excess, gap and co-payments, gap amount for prostheses or medical devices required to be used in surgery and the costs of procedures not covered by your health fund insurance policy or items that are deemed to be cosmetic.

The total costs cannot be quoted, but only estimated in advance and the actual expense incurred may differ from the estimate provided before your admission. In booking with KPH you acknowledge that you will be responsible for any costs not covered by your health fund/insurer and are obligated to pay for your procedure, independent of any benefits you may be able to claim from your Private Health Insurance.

General information regarding your admission

English as a second language

If you have difficulty with understanding English, please seek the support of a competent person to translate for you and assist with your visit to the Hospital. Assistance is also available from the Translation and Interpretation Service (TIS) on 131 450.

Alcohol and smoking

Alcohol should not be consumed prior to surgery as it could interact with some medications. To achieve a better outcome, it is advised that you do not smoke prior to your surgery or immediately after. In accordance with the NSW Ministry of Health policy, the Hospital is a smoke free environment.

Doctor's orders

Please follow any pre-admission instructions given to you by your doctor. You will be issued with post-operative instructions which you must follow and if you have any concerns please contact your doctor on the details provided. In the event of an emergency you must call 000 or proceed to your nearest emergency.

Weight

It is important that you advise us of your weight and height as your BMI will need to be calculated. This will determine your care needs and whether our hospital is suitable for providing your care.

Medication

If you would normally take medications during the fasting period, continue to take them at the normal times with a sip of water. Certain medications may not be taken before the operation and your surgeon will further advise you. If you are taking medication for diabetes please consult your surgeon.

Hand hygiene

The practice of good hand hygiene is key to the prevention of infection within the hospital and our community. Please ensure that you and your visitors to the hospital use the hand gels provided on entering and leaving KPH.

Spread of infectious diseases

If you have been diagnosed with an infection and/or are on antibiotics, please ensure that you advise our staff prior to admission. This includes VRE, MRSA or any other high risk infections that you may have acquired.

In the event you or your family have symptoms of flu or other infectious conditions, we require you to notify the hospital prior to admission. You must ask that anyone who is affected does not visit to avoid the spread of the infection to both you and other patients at KPH.

Waiting period on day of surgery

Although every attempt is made to ensure the waiting period before your operation is not unduly long, it is often not possible to schedule operations for a specific time, or to follow a specific schedule. Each procedure varies from patient to patient, some may require longer periods in theatre than others. The order of the list may also be altered, so that you may be called to theatre earlier or later than you expected. You are therefore asked to bring with you something to occupy the time whilst you are waiting.

Your obligations after an anaesthetic

Anaesthetic drugs may impair your judgement, so for 24 hours following your procedure do not:

- Drive a motor vehicle
- Drink alcohol
- Operate machinery
- Sign legal documents
- Conduct business agreements
- Make important decisions

Please read and retain for your information.

Advanced Care Plan (Treatment Limiting Orders)

An Advance Care Plan is a legal document that enables you to give instructions about your health care, including special health matters when you are no longer able to make a decision for yourself. An Advance Care Plan allows you to make specific directions about the care you will want and under what circumstances. If you have one of these in place, please bring a copy of this with you for our records.

Discharging from KPH

Patient's relatives, friends & carers:

If accompanying a patient your carer may wait in our waiting area(s) or alternatively, we will ring them when your procedure is completed and you are ready for discharge. Note that your carer does need to be able to collect you at the estimated time of discharge as we cannot cater for an extended length of stay. It is an obligation of all patients to ensure that you have a responsible adult caring for you post-operatively for 24 hours. If you proceed to admission without a carer, the hospital may cancel your procedure. The hospital will request to speak to your carer to confirm they will be collecting you from the hospital and caring for you for the next 24 hours.

Discharge times:

For Day Surgery patients you can expect to be discharged within 4 hours after surgery. If you are staying overnight you will be required to be discharged by 9am so the bed is available for

the admission of patients for the next day.

On discharge

After your operation, it is essential that you have a responsible adult to accompany you home and stay with you for 24 hours. The nursing staff will ensure that you have post-operative instructions provided by your surgeon and his/her contact details. If a post-operative appointment has not been made for you prior to your discharge, please call your surgeon's rooms to arrange one. The nursing staff will also be phoning you a few days post-operatively to enquire about your recovery. If in the event of an emergency, you are advised to go to your nearest Accident and Emergency Centre, please contact your surgeon of your intention.

Post discharge

In the event you should develop a temperature or have been treated for an infection within 30 days of your surgery, we would appreciate if you could advise the staff at KPH. If you have any adverse reaction, develop bleeding, bruising, swelling or have any health issues that develop post discharge, please ensure you contact your surgeon immediately or proceed to your local Accident & Emergency Centre. We advise that KPH does not provide emergency care.

Visiting hours

Visiting hours finish at 8.00pm or at the discretion of the nurse in charge. If your visitors arrive after hours they will need to request access to the building via an intercom.

Meals

The hospital provides a selection of nutritious meals for overnight stay patients and light refreshments for day stay patients. Please ensure you advise Hospital Administration prior to admission if you require a special diet, e.g. diabetic/vegetarian/gluten free or any other specific requirements that you may have.

Please read and retain for your information.

Our safety & quality program

KPH has a comprehensive Safety & Quality Program. We aim to maintain the highest level of safety and quality in providing care to our patients in a patient centred, caring, safe and supportive environment. Our hospital adheres to all statutory, legislative, relevant body guidelines and Australian standards. To achieve a high standard of care we work together as a team under the management of the Board of Directors, Medical Advisory Committee and Director of Nursing within the following functions:

Quality management

A comprehensive program to monitor, assess and improve the quality of patient care. Peer review activities are conducted by the Medical Advisory Committee to ensure that the safest possible care is provided to our patients. As part of this process we publish information about clinical performance, health outcomes and patient satisfaction. This information is also benchmarked against the National Standards, where applicable.

Leadership and risk management

KPH uses an integrated approach to identify, assess, analyse, evaluate, treat, measure, monitor and control the complex array of risks involved in health care. We take a proactive approach, placing the emphasis on risk prevention to provide the safest possible environment for patients, visitors and staff.

Workforce planning

We employ dedicated specialist clinical staff members to ensure our patients receive the highest standard of care possible in a comfortable and safe environment. Our staff are all credentialed and competency assessed to perform the roles that they are engaged to undertake.

Safety Management

KPH undertakes planned and regular biomedical testing and maintenance of its equipment and plant. Audits are conducted on a frequent basis to ensure the environment is safe for all who visit Kogarah Private Hospital.

Clinical handover

Clinical handover refers to the transfer of professional responsibility and accountability for some or all aspects of care for patients when they are transferred from one person to another. The clinical leaders and senior managers of KPH have implemented systems for the effective and structured clinical handover of our patients. Our patients and carers are encouraged to be involved in the clinical handover process particularly when they are discharged to go home. Should you have any concerns about the clinical handover process clinical staff must be informed.

Infection control

KPH has a comprehensive Infection Control program aimed at preventing and limiting the spread of infection through evidence based research to guide clinical practice. Our program consists of education for all stakeholders, including auditing of staff practices, infection prevention measures, surveillance, monitoring and investigation of health care associated infections. Our management and staff make every effort to ensure the environment is safe and comfortable for all who visit our hospital. Infective agents may be transmitted by several routes.

Consumer participation

As a consumer of the healthcare services provided at Kogarah Private Hospital, we welcome your interest in reviewing our Quality & Safety Report and providing your feedback on how the services could be improved at Kogarah Private Hospital. Our staff may approach you or your family to show you our outcomes and ask you for feedback through a short survey. Your feedback and advice is both welcomed and greatly appreciated.

Once again, we wish to welcome you to Kogarah Private Hospital and thank you for choosing us to meet your current healthcare needs.



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Kogarah NSW 2217

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